

## EXCEPTION REPORT #10

**Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause and final status) for Resale services.**

### Issue

KPMG Consulting inserted faults into lines in four central offices (COs) and several dispatch out locations serviced by those COs in New Jersey. After the faults were inserted, trouble tickets were created electronically, using the RETAS interface, or verbally, through a phone call to the Regional CLEC Maintenance Center (RCMC). After the troubles were cleared by VZN-NJ, RETAS trouble histories were printed for all closed tickets, including those reported directly to the RCMC. These reports show a less than satisfactory success rate for accuracy for the various closeout codes provided by VZN-NJ.

The trouble histories are designed to provide both disposition and cause codes for POTS and DS1 type faults. (The RETAS guide for CLECs actually states that those troubles entered into RETAS using a special circuit ID format would receive final status codes instead of disposition and cause codes; however, KPMG Consulting discovered that DS1s did actually receive disposition and cause codes and took that into consideration when reviewing DS1 type circuits.) Disposition codes give a description of the nature of the trouble found by VZN-NJ, while the Cause Codes provide information on the source of the trouble. UNE-Loops and certain types of special circuits receive final status codes that describe the trouble found by VZN-NJ.

In its review of the disposition, cause and final status codes for Resale troubles, KPMG Consulting found that out of the 42 codes that should have been provided, 7 were inaccurate (there are another 5 still under consideration). Even assuming that the remaining 5 in question are accurate, the accurate reporting of the codes is 83.3%. Given the standard of 95% accuracy for this test, VZN-NJ failed to meet the necessary requirements to meet this evaluation criteria.

The tables below provide specific information on the failed test cases:

**Trouble Closeout Code Accuracy: Disposition Codes**

<b>Telephone Number/Circuit ID</b>	<b>Trouble Ticket Number</b>	<b>Type of Trouble</b>	<b>VZN Provided Code</b>	<b>Comments</b>
856 857-2273	0037585	Call Rtn not working	0000	This is not a valid code
732 729-8226	0351236	Hunting not working	1111	This is not a valid code
201 386-6386	0381924	Short: No Dial Tone	0971	VZN could not have verified OK with the customer because there is no customer on this line. The accurate code for this trouble should have been 0972.

**Trouble Closeout Code Accuracy: Cause Codes**

<b>Telephone Number/Circuit ID</b>	<b>Trouble Ticket Number</b>	<b>Type of Trouble</b>	<b>VZN Provided Code</b>	<b>Comments</b>
856 857-2273	0037585	Call Rtn not working	000	This is not a valid code.
856 810-2802	0488449	Open Tip in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error.
201 386-6294	0381087	Open Ring in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error.
201 386-6386	0381924	Short in Central Office: No Dial Tone	222	This is a hard fault, therefore it can not be attributed to Non-Employee error.

## **Assessment**

VZN-NJ's RETAS guide for CLECs states that RETAS trouble ticket histories will provide closeout codes to CLECs. When VZN-NJ fails to provide the CLEC with the appropriate information about the disposition or cause of troubles, the CLEC is placed at a great disadvantage. The CLEC interacts directly with the end-user and is expected to provide VZN-NJ with some form of preliminary diagnosis on troubles reported to them. It is the CLEC's responsibility to give VZN-NJ as much information as possible about the trouble, including instructions for dispatch. CLEC personnel need to become familiar with the symptoms and causes of different troubles. This error rate in closeout information does not afford CLEC personnel with the opportunity to train themselves to recognize the characteristics of a particular fault in order to more accurately (and economically) dispatch VZN-NJ technicians. In addition to the delay in repair, a CLEC incurs a charge for incorrect dispatch.

Inaccurate codes also make it difficult for a CLEC to diagnose chronic/recurring or related troubles on a particular line. Accurate codes could be used to identify systemic errors or other problems that affect multiple lines and/or customers. Accurate codes enable a CLEC to more effectively fulfill its responsibilities in the trouble reporting process and are important for the economic and timely dispatch of troubles.